



June 15, 2004

Dear Valued Provider:

LogistiCare is pleased to announce several new policies, processes and programs resulting from provider feedback and internal quality improvement initiatives. The following **POLICIES AND PROCESSES** are effective immediately:

- Per your "Transportation Agreement", a 10% penalty may be assessed for trips not presented for payment within 14 days from the date of service. This deadline has been extended to 28 days from the date of service.
- Per your "Transportation Agreement", a complete denial of payment may occur for trips not presented for payment within 28 days from the date of service. This deadline has been extended to 60 days from the date of service.
- The amount of time allowed to resubmit denied payments has been increased from 28 days to 60 days from the date of the denial notification.
- For mileage disputes, there is no minimum limit for trip mileage discrepancies. Previously, providers were discouraged from addressing discrepancies under 10 miles. Going forward, providers are encouraged to contact their Region Office regarding **any** discrepancies - - there is no "10-mile rule".

The following **PROGRAMS** are under development and you will hear more about them in the months to come:

- Insurance Program – Marsh USA, Inc. is performing a study to determine the feasibility of LogistiCare providing an insurance program to include auto, property, liability and Workers Compensation coverage.
- Provider Web Interface – Coming this fall, the interface will reduce the reliance on paper, enable electronic invoice batch submittal and tracking (accelerating payment and eliminating math errors) and provide management reporting tools from the providers' desktop.

If you have any questions regarding these exciting developments, you are encouraged to contact your Region Manager. All of the preceding information will be reiterated at the Provider Training Sessions held regionally throughout June and July - - watch for dates / times on your fax.

One final note of clarification regarding trip notifications via fax from LogistiCare: The only fax you should receive after hours should be for trips scheduled 2 days out (per the LCI fax schedule). Faxes for urgent trips should always be accompanied, or preceded by, a telephone call. Please call your Region Manager if after-hours faxing occurs for same day trips.

Thank you for all you do and we look forward to seeing you at the training meetings.

Sincerely,

Alfreda M. Smith, RN – Director of Operations

cc: DMAS
LCI Region Managers
Chuck Wolf – Asst. Dir. Ops